

## CITY OF HAYWARD

### OPERATIONS SUPPORT DIRECTOR

#### DEFINITION

Under general direction manages, administers and supervises the Communication Center, Jail and Records Bureau.

#### SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Chief of Police. Exercises direct and indirect supervision of Communications Center, Jail and Records Bureau personnel.

#### ESSENTIAL DUTIES

Duties may include, but are not limited to, the following:

1. Manage the twenty-four hours per day, seven days per week operation of the Communication Center, Jail and Records Bureau.
2. Select, supervise, schedule and evaluate supervisors and assigned staff.
3. Plan, coordinate and may conduct training and professional development of Communication Center, Jail and Records Bureau.
4. Maintain and modify policies and procedures of the Communication Center, Jail and Records Bureau.
5. Monitor and analyze shift reports relative to the dispatch and jail function; oversee investigations of complaints regarding Police/Fire communications and Jail operations.
6. Compile statistical data and prepare periodic reports.
7. Monitor overall maintenance program of equipment, computer programs and repairs of Communication Center, Jail and Records Bureau.
8. Prepare and monitor Communication Center, Jail and Records budget.
9. Monitor and evaluate more difficult customer-relations situations arising out of dispatching function, jail and records operations.

10. Monitor and evaluate emergency situations, which may arise in the communication center, jail and records unit during off-duty hours.

#### JOB RELATED AND ESSENTIAL QUALIFICATIONS

##### Knowledge, Abilities and Skills

- A. Knowledge of public safety emergency dispatching equipment procedures and practices.
- B. Knowledge of laws, rules and regulations pertaining to the operation and function of a Type I jail facility.
- C. Knowledge of laws, rules and regulations pertaining to the operation of police records administration
- D. Knowledge of supervisory principles and practices.
- E. Ability to carry forward several projects simultaneously and to set priorities and make sound decisions as circumstances require.
- F. Ability to supervise subordinate positions through others.
- G. Ability to analyze and resolve complex administrative problems.
- H. Ability to develop staff through formal and informal training sessions and materials.
- I. Ability to prepare and monitor a budget.
- J. Ability to prepare written reports.
- K. Ability to communicate effectively at all levels with the public and City staff.
- L. Interpersonal skill to establish and maintain effective working relationship at all levels.

#### EXPERIENCE AND EDUCATION

Any combination equivalent to experience and education that could likely provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Six years of currently increasing responsible experience in municipal police support and/or administrative services, including at least three years at a mid-management

or supervisory level within a municipal police support service bureau or unit.

Education: Equivalent to a Bachelor's degree in the fields of public or business administration, police science, administration of justice or related field. Possession of a Masters degree in Public or Business Administration is desirable.

SPECIAL REQUIREMENTS:

Essential duties require the following physical abilities: ability to move about in a general office environment and ability to access a computer.

PROBATIONARY PERIOD: One year

779CS00

September 2000

AAP GROUP: 2

FPPC STATUS: Designated

FLSA STATUS: Exempt